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ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the terminal materials handling occupation. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Five duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues, and errors); safety--hazard; and on the second page: science; math--number systems; and communications (performance modes, examples, and skills and concepts). The duties are: supervising movement of materials; supervising dock work force; unloading inbound material; storing material; and loading material for reshipment and/or delivery. A glossary of freight terminal terms is appended. (BP)

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Occupational Analysis

CE 004201

TERMINAL MATERIALS HANDLER

Instructional Materials Laboratory
Trade and Industrial Education
The Ohio State University

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AN ANALYSIS OF THE TERMINAL MATERIALS HANDLING OCCUPATION

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FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and work-shop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment;procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures, as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

The goal of this document was to describe the tasks required of a trained, educated materials handler within the larger scope of motor transportation. The participants attempted to explore the many behavioral and communication skills required for workers to effectively perform in this occupation. The job duties and tasks analyzed, range from the supervising functions to the actual physical loading and unloading of materials.

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JOB DESCRIPTION

A freight terminal material handler on a dock operation handles movement of materials and superivses all performing functions to and from the dock area, including unloading and loading materials for reshipment and/or delivery.

DUTY I. SUPERVISING MOVEMENT OF ALL MATERIALS TO AND FROM THE DOCK AREA

A. Assign supervisory work force
B. Assign labor force
C. Route bills
D. Prepare loading manifest
E. Coordinate movement of trailers
F. Trace lost shipments
G. Handle grievances
H. Insure security measures
I. Enforce safety procedures
J. Insure proper use of equipment
K. Support management policy
L. Approve loading of trailers
M. Support governing body regulations
N. Prepare daily reports

(TASK STATEMENT) **I-A ASSIGN SUPERVISORY WORK FORCE**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Roster sheet
Dock area
Shift report

PERFORMANCE KNOWLEDGE

Assigns supervisor to work area
Provide area supervisor with daily duties

SAFETY – HAZARD

Safety

Walk only in designated areas
Watch for passing forklift trucks

Hazards

Collisions with towmotors or dockmen
Falling freight

DECISIONS

Determine number of people needed to perform work load
Decide if any special equipment is required

CUES

Trailers to be loaded and unloaded
Amount of material in storage area

ERRORS

Damaged material
Lack of production
Idle time

(TASK STATEMENT) I-A ASSIGN SUPERVISORY WORK FORCE

SCIENCE

Behavioral

Human Relations—being able to get along with people
Motivation—getting most out of work force
Tact—saying the proper thing in the proper way at the proper time
Distributes personnel with regard to experience and optimum work performance

MATH – NUMBER SYSTEMS

Uses of Whole Numbers: (without calculation)
Counting
Coordinate system
Coding
[Company]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Oral instruction	Terminology
Writing	Written instruction	Memo Terminology

(TASK STATEMENT) **I-B ASSIGN LABOR FORCE**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Roster sheet
Dock area
Tonnage report

PERFORMANCE KNOWLEDGE

Assign work force to areas (zones)
Fill out preliminary shift report

SAFETY – HAZARD

Safety

Walk only in designated area
Watch for passing towmotors

Hazards

Collisions with towmotors or dockmen
Falling freight

DECISIONS

Decide where to place labor force
Determine how many workers for each respective jobs

CUES

Trailers to be loaded and unloaded
Amount of material in storage
Total number of men present

ERRORS

Damaged material
Lack of production
Idle time

(TASK STATEMENT) I-B ASSIGN LABOR FORCE

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Human relations Motivation Aptitude—assign best personnel to each job Tact Distribute personnel for best work performance	Uses of Whole Numbers: (without calculation) Coding [company]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Written instructions	Terminology Description

(TASK STATEMENT) **I-C ROUTE BILLS**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Route book
Freight bills
Marking pens or pencils
Stamper with terminal identification
Dock telephone

PERFORMANCE KNOWLEDGE

Identify destination
Mark destination code on bill
Stamp back of bill with terminal identification
Alphabetize bill in folder
Give folders to area supervisor
Check route for dockman when there is no freight bill

SAFETY – HAZARD

Safety

Proper ventillation
Standard office precautions

Hazards

Drowsiness, nausea
General injury

DECISIONS

Identify proper destination
Selection of most direct route

CUES

Ultimate destination

ERRORS

Wrong destination
Misplaced freight bill
Lost freight bill
Misfiling
Lost folder
Illegibility

(TASK STATEMENT) **I-C ROUTE BILLS**

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Aptitude	Uses of Whole Numbers: (without calculation) Counting Coordinate system Indexing Coding [Company]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Coding freight bills	Terminology Description Classification
Speaking	Checking routing	Terminology Description

(TASK STATEMENT) I-D PREPARE LOADING MANIFEST

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Manifest Clipboard Containter for loaded bills Writing utensils	Complete manifest information Place on clipboard Place in proper dock area	Safety Visual observation of surroundings Hazards Falling freight Towmotor injury Collisions with dockmen
DECISIONS	**CUES**	**ERRORS**
Where to place manifest What information should be included	Trailer waiting to be loaded Loader ready to work	Misinformation Legibility Misplacement of manifest

(TASK STATEMENT) I-D PREPARE LOADING MANIFEST

SCIENCE	MATH – NUMBER SYSTEMS
	Uses of Whole Numbers: (without calculation) Coding [Company]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Record manifest Information	Classification Description Terminology Legibility

(TASK STATEMENT) I-E COORDINATE MOVEMENT OF TRAILERS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Dispatcher board Dock sheet Telephone P.A. system	Determine empty dock space Request empty trailer Enter trailer moves Communicate with dispatcher regarding needs	Safety Proper use of communication devices Hazards Electrical shock

DECISIONS	CUES	ERRORS
When is trailer needed Type of trailer needed Where to put trailers	Type of material to be loaded Daily work load Deadlines to be met	Wrong trailer for material Wrong trailer for destination Trailer sent to wrong dock area Misrecording information Company deadlines not met

(TASK STATEMENT) I-E COORDINATE MOVEMENT OF TRAILERS

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Human relations Communications network	Uses of Whole Numbers: (without calculation) Coding—given a coding system, recognize and identify each unit involved by assigning necessary symbols, numerical or literal [Company]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Requesting information from dispatcher	Terminology Clarity of expression
Writing	Record trailer numbers	Classification Terminology Legibility

(TASK STATEMENT) **I-F TRACE LOST SHIPMENTS**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Freight bills Telephone O.S. & D form Written communication Letters Bulletins Memos Teletype	Inspect material without freight bills Inspect inbound trailers from original point of shipment Communicate with final destination point Prepare tracing bulletins	Safety Walk only in designated areas Watch for towmotors Avoid collisions with dockmen Hazards Injury from falling freight Collisions with dockmen and towmotors
DECISIONS	**CUES**	**ERRORS**
Where to look for lost freight Who to contact Type of communication to use	Unmarked freight Freight without bill	Delays in delivery Loss of revenue Payment of claims Misrecord information Overlook material

(TASK STATEMENT) I-F TRACE LOST SHIPMENTS

SCIENCE

Behavioral

Industriousness—willing to work
Perseverance—sticking with a job until done
Trouble shooter—solving problems of lost shipments
Observation
Communications networks

MATH – NUMBER SYSTEMS

Uses of Whole Numbers
- Counting
- Indexing
- Coding—Company

+,-,x,÷

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Looking for lost shipment	Visual analysis Recognition of symbols, codes, emblems Describing
Speaking	Telephoning other terminals	Terminology Description Classification Clarity of expression
Writing	Prepare tracing bulletins	Classification Description Terminology

(TASK STATEMENT) I-G HANDLE GRIEVANCES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Company policy manual Union contract Grievance forms Communication devices Telephone Letters Memos	Review grievance statement Consult with company representatives Consult with Union representatives Attend hearing Implement results of hearing Compile final report	

DECISIONS	CUES	ERRORS
Determine who should handle complaint Determine proper method of handling Determine who else should be informed Determine what reference material is needed Determine what arbitrators are needed	Existing company policy Existing union contract Previous decisions in similar situations	Improper dismissal Uninformed personnel Legal action resulting from improper handling

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(TASK STATEMENT) I-G HANDLE GRIEVANCES

SCIENCE

Apathy—workers resent supervision
Human relations
Communications network
Prejudice—basis of trouble may be a dislike of the creed, race of the individual
Punishment and Sanctions—Know how to handle decisions of hearings
Observation
Patience—Ability to accept all phases of grievance handling

MATH – NUMBER SYSTEMS

Basic Measurement Skills and Concepts
  Measurement: Non-geometric
    Time/Calendar
Uses of Numbers: (without calculation)
  Indexing
  Coding—[Company]

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Listening	Listen to employee	Auditory, Discrimination, Discriminate facts, Recognize opinions, Word definition
Viewing	Seeing infraction	Visual analysis
Speaking	Handle labor grievance	Terminology, Clarity of expression, Conflict of semantics, Logic, Poise
Reading	Contracts and company manuals	Comprehension, Informational reports, Recommendation, Progress, Proposals, Terminology, Instructions
Writing	Reports and memos	Memo format, Reports (same as reading), Business letters, Legibility

(TASK STATEMENT) I-H INSURE SECURITY MEASURES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Fences Illumination Alarms Identification badges I.D. card Cameras Visitor sign-in, sign-out sheet Security men Door guard Plant guard Yard guard Undercover guard Electric doors and gates	Inspect for unauthorized personnel in dock area Periodic check of employee activities Inspect daily shortage reports Open communication with security personnel	Safety Walk only in designated areas Watch for towmotors Hazards Collisions with dockmen or towmotors Falling freight
DECISIONS	**CUES**	**ERRORS**
What people should be in what areas What areas need be patrolled	Shortages Open cartons Materials in unusual places	Poor supervision of visitors Lack of attention to employee activities

(TASK STATEMENT) I-H INSURE SECURITY MEASURES

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Trouble shooting—try to prevent problems from occurring Observation—visual checks for possible problems Open communications with security personnel	Uses of Positive Rational Numbers +, -, x, ÷ Basic Measurement Skills and Concepts Measurement: Non-geometric Time/Calendar

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Supervise dock area	Visual analysis Memory Describing
Reading	Reports	Comprehension Informational reports Proposals Instructions
Writing	Reports	Classification Memo format Progress reports Terminology
Listening	Communication devices	Auditory discrimination Concentration

(TASK STATEMENT) **I-I ENFORCE SAFETY PROCEDURES**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Safety manual Safety posters Safety measures on equipment overhead bars on towmotors cut-off switch on dragline cart pins Fire extinguishers First-aid kits Water hoses Exits (Fire and Emergency) Quick-dry agents Squeegees Brooms and mops Illumination	Schedule meetings on safety Review safety procedures Updating safety methods Visual check for safety equipment glasses shoes hard hats gloves protective clothing Periodic check of fire extinguishers, first aid kits, exits etc.	

DECISIONS	CUES	ERRORS
When to hold meeting When to check How to handle violations Where to put posters Where to place equipment Who to train to use safety equipment Where to store safety materials	Safety regulations Violations of safety procedures New safety procedures Misuse and abuse of equipment High incident of accidents Types of material handled (combustible)	Improper filling of extinguishers Improper use of first aid Not following directions Lack of proper equipment and supplies Improperly trained employees

(TASK STATEMENT) I-I ENFORCE SAFETY PROCEDURES

SCIENCE

Simple machines used to gain mechanical advantage
Fluids under pressure
Motion resulting from two or more forces acting on a point in a body

Behavioral

Safety needs—implement standards and procedures
Communications network
Observation
Trouble shooting

MATH – NUMBER SYSTEMS

Uses of Positive Ration Numbers
Basic Measurement Skills and Concepts
- Measurements: Non-geometric
  - Time/calendar—Scheduling
- Temperature—Trailer
  - Liquid – Flammable, miscellaneous, pressure
- Reading and interpreting tables, charts, and graphs
  - Floor plans

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	In-service meeting	Terminology Clarity of expression Logic
Reading	Manuals, reports	Comprehension Recommendation Progress report Proposals Instructions
Viewing	Visual safety check	Visual analysis Memory Describing
Listening	Dock noises	Auditory discrimination

(TASK STATEMENT) I-J INSURE PROPER USE OF EQUIPMENT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Operators manuals Instruction sheets Specification sheets Storage areas for equipment	Visual inspection of equipment air in tires coolant levels fuel levels gauges properly working Working inspection of operators for proper operation Report of equipment needing repair	Safety Walk only in designated areas Watch for passing towmotors Hazards Collisions with dockmen or towmotors Falling freight

DECISIONS	CUES	ERRORS
Determine what to check Determine personnel to use available equipment Determine if equipment is being properly operated Determine priorities in assigning equipment Determine where to store equipment	Missing equipment Equipment needing repair Misplaced equipment Personal misuse of equipment	Scrap equipment Increased operating costs Down-time

(TASK STATEMENT) I-J INSURE PROPER USE OF EQUIPMENT

SCIENCE

* Simple machines used to gain mechanical advantage
Fluids under pressure

Behavioral

Safety needs
Pride—care for the equipment
Trouble shooting
Tact in reprimanding
Observation

MATH – NUMBER SYSTEMS

Uses of Positive Rational Numbers
Basic Measurement Skills and Concepts
Instruments
Fuel
Temperature
Oil

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Visual check of dock area and equipment	Visual analysis Memory Describing Recognition of symbols, codes, emblems
Reading	Operator's manual	Comprehension Recommendation report Proposals Instructions
Writing	Repair reports	Memo format Description Terminology Number recognition
Listening	Dock noises	Auditory discrimination

(TASK STATEMENT) **I-K SUPPORT MANAGEMENT POLICY**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Policy handbook Communication device letters telephone memos bulletin board	Schedule periodic in-service meetings Interpreting company policy Distribute changes in policy	

DECISIONS	CUES	ERRORS
What to do when policy is questioned What to do when management policy is violated	Discontent personnel Frequent violations Misunderstandings between management and labor Strikes	Wrong decisions Lack of communication Lack of production

(TASK STATEMENT) I-K SUPPORT MANAGEMENT POLICY

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Human relations Team—try to get labor and management working together Preventative procedures—try to keep a problem from manifesting itself Communications network	Uses of Whole Numbers

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	In-service meetings	Terminology Clarity of expression Implying Persuasion
Reading	Policy handbook	Comprehension Informational reports Proposals Instructions
Listening	Meetings	Auditory discrimination Detection of propoganda devices Discriminate facts Recognize opinion Concentration

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(TASK STATEMENT) **I-L APPROVE LOADING OF TRAILERS**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Loading manifest Trailers Freight bills	Approve trailer for loading Observe loader during loading Make periodic checks of loading Inspect weight and cube of trailer Inspect loading procedures for safety Give final approval Apply seal Record seal number on loading manifest Report to dispatcher Forward freight bills and loading manifest to dispatcher	Safety Walk only in designated areas Watch for passing towmotors Watch for drag line Keep out of loader's way Hazards Collision with dockmen, towmotor, drag line or loader Falling freight

DECISIONS	CUES	ERRORS
What to load What type of trailer is needed When must trailer depart What placards are needed Who is going to load How must trailer be loaded	Material to be loaded Available space on trailer How material is placed in trailer	Damaged freight Claim payment Driving accidents from improper loading Cargo destruction due to improper labeling Overload

(TASK STATEMENT) I-L APPROVE LOADING OF TRAILERS

SCIENCE

Weight distribution
Fluids under pressure
Motion resulting from two or more forces acting on a point in a body

Behavioral

Human relations
Pride
Motivation
Trouble shooting—looking for problems such as improper loading of materials
Observation
Communications network

MATH – NUMBER SYSTEMS

Using Positive Rational Numbers
  Counting
  Coding—Company
  +, -, x, ÷
Basic Arithmetic Skills and Concepts
  Guess and check method
Basic Measurement Skills and Concepts
  Measurement: Non-geometric
    Time/calendar
    Weight
  Reading and interpreting tables, charts, and graphs
    Scale drawings/floor plans/blueprints
Basic Geometry Skills and Concepts
  Knowledge of geometric relationships
    Symmetry—Drawing floor plan

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Proper loading technique	Visual analysis Memory Describing Detail and inference Recognition of codes, symbols and emblems
Writing	Complete manifest	Description Terminology Number recognition

(TASK STATEMENT) **I-M SUPPORT GOVERNING BODY REGULATIONS**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
I.C.C. regulations manual State regulations manual—P.U.C.O Local regulations manual Scale	Inspect trailer for length weight proper markings licenses proper lighting height Inspect that proper tractor is being used	34

DECISIONS	CUES	ERRORS
What to do if standards are not met What markings does load require Is load under maximum allowable requirements	Standards violated Load does not scale out	Fines for over loading Cargo impounded

34

(TASK STATEMENT) **I-M SUPPORT GOVERNING BODY REGULATIONS**

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Observation Communications network	Uses of Numbers—Rational Indexing Coding—I.C.C., company +, -, x, ÷ Basic Measurement Skills and Concepts Measurement: Non-geometric Time/calendar Temperature Weight Speed—M.P.H. Reading and interpreting tables, charts, and graphs Logs Scale drawings/floor plans/blueprints Maps—Routing

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Governing regulations	Comprehension Detail and inference Recommendation Proposals Terminology Definition Instructions
Viewing	Visual check of equipment	Visual analysis Describing Recognition of symbols, codes, emblems

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(TASK STATEMENT) **I-N PREPARE DAILY REPORT**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Report form Time cards Loading manifest Roster sheets	Determine total man hours Determine total tonnage handled Complete daily ratio—number per man hour List number of trailers loaded and unloaded	

DECISIONS	CUES	ERRORS
Was daily goal achieved Can production be improved Was personnel fully utilized	Tonnage report Men on the shift	Low production High operating costs

(TASK STATEMENT) **I-N PREPARE DAILY REPORT**

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Communications network	Uses of Positive Rational Numbers +, -, x, ÷ Coding—Company Ratio Basic Algebra Skills and Concepts Substitute given values in order to find the value of the required unknown—Man hours, tonnage Number of men Solve problems involving numerical algebraic expressions Basic Measurement Skills and Concepts Measurement: Non-geometric Weight

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Supervision reports	Comprehension Informational reports
Writing	Prepare daily report	Number recognition Description Classification Informational reports

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DUTY II. SUPERVISE DOCK WORKFORCE IN PERFORMING FUNCTIONS

A. Assign duties to personnel
B. Evaluate work performance
C. Prepare shift reports

(TASK STATEMENT) **II-A ASSIGN DUTIES TO PERSONNEL**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Roster sheet Duty sheet Dock layout sheet Freight bills Manifest sheets Chalk Wiping cloth Pencil and pens	Assign personnel unloaders loaders towmotor drivers line pullers Assign doors to loaders Give freight bill and trailer location to unloaders Assign areas to towmotor drivers and line pullers	Safety Observe standard safety precautionary measures Hazards Collisions, slipping Falling freight

DECISIONS	CUES	ERRORS
Who to assign the duties Priorities in loading and unloading	Trailers to be loaded and unloaded Available personnel	Improper personnel Inadequate Low production

(TASK STATEMENT) **II-A ASSIGN DUTIES TO PERSONNEL**

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Human relations Motivation Aptitude Tact Distribute personnel for best work performance	Uses of whole Numbers Coding—Company

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Making assignments	Terminology Clarity Usage
Writing	Complete duty sheet	Classification Number recognition Legibility

(TASK STATEMENT) II-B EVALUATE WORK PERFORMANCE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Shift report Roster sheet Duty sheet Time cards Tonnage reports Daily report	Observe on-the-job performance Evaluate and correct during work schedule Summarize performance at end of shift	Safety Observe standard safety precautionary measures Hazards Collisions on dock area Falling freight

DECISIONS	CUES	ERRORS
Placement of personnel in proper areas Are personnel changes necessary Are daily goals being met	Low production Idle time Poor work performance	Wrong assignment Payment of claims

(TASK STATEMENT) II-B EVALUATE WORK PERFORMANCE

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Aptitude Human relations Competency—seeing that labor force is capable of doing the assigned job properly Observation Punishment and sanctions—what to do if work performance is not up to standards Safety needs Communications Tact	Uses of positive Numbers +, -, x, ÷ Counting Indexing Coding—Company Basic Measurement Skills and Concepts Measure sense/role of unit Measurement: Geometric Linear Area Volume Measurement: Non-geometric Time/calendar Weight

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Observe personnel	Visual analysis Memory Describing
Writing	Complete shift report	Classification Description Informational reports Number recognition Legibility

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(TASK STATEMENT) II-C PREPARE SHIFT REPORTS

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TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Shift report Time cards Tonnage reports Daily reports Adding machine	Summarize daily report man hours tonnage work performed Enter figures on shift report Figure totals	Safety Observe standard safety measures Hazards Collisions in dock area Falling freight

DECISIONS	CUES	ERRORS
Where to enter figures Recommendations	Amount of production Daily goals Man hour—tonnage ratios	Mathematical mistakes Wrong entries

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(TASK STATEMENT) **II-C PREPARE SHIFT REPORTS**

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Communications	Uses of Positive Rational Numbers +, -, x, ÷ Coding—Company Ratio Basic Algebra Skills and Concepts Solve problems involving literal algebraic expressions Substitute given values in order to find the value of the required unknown $\left(\frac{\text{man hours-tonnage}}{\text{no. of men}}\right)$ Basic measuremen Skills and Concepts Measurement: Non-geometric Weight

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Shift report	Classification Description Informational reports Number recognition Legibility

DUTY III. UNLOADING INBOUND MATERIALS

A. Obtain freight bills
B. Prepare trailer for unloading
C. Select and remove individual shipments
D. Close out trailer

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(TASK STATEMENT) **III-A OBTAIN FREIGHT BILLS**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Frieght bills Dock layout sheet Bill storage area	Obtain bills from router Mark location of trailer on unloading manifest Store bills awaiting unloading	Safety Standard safety measures Hazards Collisions Falling freight

DECISIONS	CUES	ERRORS
Who to give bills to Where to store bills	Number of inbound trailers Calls from router	Misplacement of bills Mark wrong location

(TASK STATEMENT) III-A OBTAIN FREIGHT BILLS

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Communications	Uses of Positive Rational Numbers +, -, x, ÷ Counting Indexing Coding—company Basic Measurement Skills and Concepts Measurement: Non-geometric Time/calendar Reading and interpreting tables, charts, and graphs Maps—Dock layout

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing	Fill out dock layout sheet	Classification Number recognition Legibility

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(TASK STATEMENT) **III-B PREPARE TRAILER FOR UNLOADING**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Trailer Manifest Freight bills Seal remover Dock plate	Inspect trailer number with manifest Verify seal number of trailer Record seal number on manifest Break seal Open trailer door Place dock plate in place	Safety Care in breaking seal Care in opening door Secure level footing on dock Hazards Lacerations Back injury—opening door Bodily injury Tripping, slipping, straining

DECISIONS	CUES	ERRORS
Proper method for opening trailer door Assign personnel to unload	Type of trailer door Seal number	Wrong trailer Misrecord seal number Damage trailer door Damage freight

(TASK STATEMENT) **III-B PREPARE TRAILER FOR UNLOADING**

SCIENCE

Simple machines used to gain mechanical advantage
Fluids under pressure

Behavioral

Observation
Communications

MATH – NUMBER SYSTEMS

Uses of Positive Rational Numbers
+, −, x, ÷
Uses of variables
Write as a formula or equation a relationship given in words
Substitute given values in order to find the value of the required unknown—Company
Basic Arithmetic Skills and Concepts
Guess and check method
Basic Measurement Skills and Concepts
Measurement: Non-geometric
Time/calendar

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Observe seal number	Visual analysis Recognition of symbols, codes, emblems
Writing	Record seal number	Legibility Number Recognition
Touching	Break seal number	Shape Lifting

(TASK STATEMENT) **III-C SELECT AND REMOVE INDIVIDUAL SHIPMENT**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON

Freight bills
Carts
Two-wheelers
Dollies
Towmotors
Crane
Trouble lights
Expedite forms
Trailer

PERFORMANCE KNOWLEDGE

Select material for removal
Match freight bill with proper material
Inspect routing
Select method of removal
- towmotor
- hand cart
- crane
- two-wheeler
- drum cart

Forward material to loading door
Expedite material without bills

SAFETY – HAZARD

Safety

Select proper equipment in handling material
Good lighting
Cover holes and remove nails
Seek assistance in handling when necessary
Proper safety clothing & shoes, etc.

Hazards

Personal injury
- back
- lacerations

Tripping
Falling off dock
Breaking glasses

DECISIONS

What to unload
How to unload material
Where to send
Where to store

CUES

Type of freight
Markings on freight bill
Missing freight bill

ERRORS

Wrong handling causing damages
Sending material to wrong loading area

(TASK STATEMENT) III-C SELECT AND REMOVE INDIVIDUAL SHIPMENTS

SCIENCE

Simple machines used to gain mechanical advantage
Fluids under pressure

Behavioral

Pride in work
Perseverance
Safety needs
Motivation
Observation
Competency

MATH – NUMBER SYSTEMS

Uses Positive Rational Numbers
+, -, x, ÷
Counting
Indexing
Coding—Company
Basic Arithmetic Skills and Concepts
Guess and check method
Basic Measurement Skills and Concepts
Measurement: Geometric
Linear
Area
Volume
Measurement: Non-geometric
Time/calendar
Weight
Liquid
Reading and interpreting tables, charts, and graphs
Scale drawings/floor plans/blueprints

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Select material	Visual analysis Memory Color descrimination Recognition of symbols, codes, emblems
Reading	Read route bill	Number recognition Comprehension Instructions
Touching	Removing freight	Lifting
Writing	Mark freight bill	Legibility Number recognition

(TASK STATEMENT) **III-D CLOSING OUT TRAILER**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Broom Nail puller Manifest Trash container Trailer Trouble lights	Sweep out trailer Remove any nails and blocks from trailer floor Place debris in trash container Close trailer door Sign manifest Report for reassignment	Safety Proper safety clothing Sweep trailer carefully Care in use of tools Care in closing door Hazards Personal injury feet hands back Getting dirt in eyes Respirtory problems

DECISIONS	CUES	ERRORS
Tools to use Where to sign manifest How to close trailer door Where to report for reassignment	Empty trailer Nails in floor Type of trailer door Location of assignment area	Not sweeping trailer Not removing nails and blocks from trailer floor Not closing trailer door

(TASK STATEMENT) **III-D CLOSING OUT TRAILER**

SCIENCE	MATH – NUMBER SYSTEMS
Behavioral Safety needs Observation Communications	Uses of Whole Numbers Counting Coding—company

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Touching Writing	Sweeping trailer Sign manifest	Texture Lowering Legibility Classification

DUTY IV. STORING MATERIAL

A. Transport material to proper storage area
B. Pull the drag line

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(TASK STATEMENT) **IV-A TRANSPORT MATERIAL TO PROPER STORAGE AREA**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Floor space Carts Towmotors Two-wheelers Drum carts Channel dolly Chain	Select storage area Select transporting method Place freight in storage area Mark location on freight bill Give freight bill to loader Return to original work area	Safety Proper safety clothing Proper use of equipment Clean storage areas Attend drag line Hazards Personal injury Collisions with drag line, towmotors and dock workers Getting caught in drag line

DECISIONS	CUES	ERRORS
Selecting storage area What transporting method should be used How to store freight Where to mark bill Who to give bill to	Type of material Storage area available	Store in wrong area Damage to freight Incorrect marking on bill

(TASK STATEMENT) **IV-A TRANSPORT MATERIAL TO PROPER STORAGE AREA**

SCIENCE	MATH – NUMBER SYSTEMS
Simple machines used to gain mechanical advantage Behavioral Safety needs Observation Pride in use of equipment Communications network	Uses of Whole Numbers Counting Coding—company

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Select storage area	Visual analysis Memory Describing Recognition of symbols, codes, emblems
Touching	Place freight in storage area	Lifting Lowering
Writing	Mark freight bill	Legibility Number recognition Classification

(TASK STATEMENT) **IV-B PULLING DRAGLINE**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Drag line Carts Storage area	Pull appropriate cart from drag line Place dock cart in proper storage area Combine small orders on one cart Load small orders on proper trailers Give loaded bills to loader Maintain storage area	Safety Care in pulling carts from dragline Observe movement of towmotors and dockmen Clothing and equipment Hazards Bodily injury

DECISIONS	CUES	ERRORS
What cart to pull from line Where to place cart How to combine small orders Which trailer to load small orders Which loader to give bills	Cart identification Small orders Amount of work	Misplacing freight Misloading freight Lost bills Damaged freight Damaged carts

(TASK STATEMENT) **IV-B PULLING DRAGLINE**

SCIENCE

Simple machines used to gain mechanical advantage

Behavioral

Safety needs
Pride in work
Observation
Communication

MATH – NUMBER SYSTEMS

Uses of whole numbers
+, −, x
Coding—Company
Ratio

COMMUNICATIONS

PERFORMANCE MODES

Touching

Viewing

EXAMPLES

Pulling line

Selecting the storage area

SKILLS/CONCEPTS

Lifting
Pushing

Visual analysis
Memory
Recognition of symbols, codes, emblems

DUTY V. LOADING FOR RESHIPMENT AND/OR DELIVERY

A. Prepare trailer for loading
B. Load individual shipments
C. Close out trailer

(TASK STATEMENT) V-A PREPARE TRAILER FOR LOADING

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Trailer Manifest	Open trailer door Prepare loading manifest	Safety Care when opening trailer door Standard precautions in dock area Hazards Bodily injury Falling freight

DECISIONS	CUES	ERRORS
Decide what to write on loading manifest Select method for opening trailer door Select proper trailer according to material	Material to be loaded Trailer in proper location	Wrong trailer Wrong information manifest Wrong location of trailer

(TASK STATEMENT) **V-A PREPARE TRAILER FOR LOADING**

SCIENCE

Behavioral

Observation
Communication

MATH – NUMBER SYSTEMS

Uses of Positive Numbers
+, -, x, ÷
Coding—company
Basic Arithmetic Skills and Concepts
Guess and check method
Basic Measurement Skills and Concepts
Measurement: Geometric
Linear
Area
Volume
Measurement: Non-geometric
Time/calendar
Weight
Reading and interpreting tables, charts and graphs
Scale drawings/floor plans/blueprints

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Touching	Open door	Lifting
Writing	Prepare manifest	Legibility Number recognition Classification Description

(TASK STATEMENT) **V-B LOAD INDIVIDUAL SHIPMENTS**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Trailer Loading manifest towmotor two-wheeler crane drum carts dollies Hand tools hammer nails blocks chains	Select material to be loaded Determine proper method of loading Determine placement of material in trailer Place material in trailer	Safety Standard safety clothing and equipment Handle freight properly Use equipment properly Follow proper loading procedures Hazards Bodily injury Tripping, falling Fall off dock area

DECISIONS	CUES	ERRORS
What to load How to load Where to load What equipment to use What to put on manifest	Material to be loaded Space available on trailer Equipment available for loading	Misload to wrong trailer Overload trailer Imbalanced load Damaged freight Mixing freight improperly (i.e. poisons with food products) Adding manifest incorrectly

(TASK STATEMENT) **V-B LOAD INDIVIDUAL SHIPMENTS**

SCIENCE

Fluids under pressure
Motion resulting from two or more forces acting on a point in a body
Effect of heating and cooling on state of matter
Simple machines used to gain mechanical advantage

Behavioral

Aptitude
Motivation
Observation
Safety needs
Trouble shooting
Pride in work

MATH – NUMBER SYSTEMS

Uses of Positive Rational Numbers
+, −, x, ÷
Counting
Coordinate system
Ordering
Indexing
Coding—company
Basic Arithmetic Skills and Concepts
Guess and check method
Basic Measurement Skills and Concepts
Measurement: Geometric
Linear
Area
Volume
Measurement: Non-geometric
Time/calendar
Weight
Reading and interpreting tables, charts and graphs
Scale drawings/floor plans/blueprints

COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Select material to be loaded	Visual analysis Memory Recognition of symbols, codes, emblems
Writing	Fill out manifest	Classification Number recognition Legibility
Touching	Placing freight in trailer	Lifting Lowering

(TASK STATEMENT) **V-C CLOSE OUT LOADED TRAILER**

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY – HAZARD
Trailer Seal Completed manifest Freight bills Placards	Secure approval of trailer load from supervisor Complete information on manifest and record number Send freight bill and manifest to dispatcher Close trailer door Attach seal to trailer door Inform dispatcher that trailer is ready for road	Safety Use caution when closing door Care in attaching seal Hazards Bodily injury

DECISIONS	CUES	ERRORS
What to write on manifest When to close trailer door What to send to dispatcher Which seal to use Which placards to attach	Trailer cube Trailer weight Time schedule	Record wrong seal number Incorrectly attach seal Forget placards Put wrong freight bill with manifest

(TASK STATEMENT) **V-C CLOSE OUT LOADED TRAILER**

SCIENCE	MATH – NUMBER SYSTEMS
Motion resulting from two or more forces acting on a point in a body Weight distribution Behavioral Observations Communications network Safety needs	Uses of Positive Rational Numbers +, −, x, ÷ Counting Ordering Coding—Company Basic Measurement Skills and Concepts Measurement: Geometric Linear Area Volume Measurement: Non-geometric Time/calendar Weight Reading and interpreting tables, charts, and graphs Scale drawings/floor plans/blueprints

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Supervisor approval	Visual analysis Recognition of codes, symbols, emblems
Writing	Complete manifest information	Classification Description Number recognition Legibility
Speaking	Inform dispatcher	Terminology Clarity of expression

GLOSSARY

Bay—Area used for open storage of heavy items
Bill of Lading—Contract between shipper and carrier showing consignee, number of pieces and weight of shipment
Bill Router (Job)—Person who places final destination on freight bill
Bracing—Securing material to prevent shifting and damage
Carrier—A company in the business of transporting persons or property
City Delivery (Pick up and delivery)—Materials to be delivered locally
Claims Department—Department which handles requests by shipper for payment of compensation for lost or damaged goods
Common Carrier—Carrier whose business is open to the public i.e. P.I.E., consolidated, roadway
Communication Devices—Items used to facilitate messages such as phones, P.A. systems, etc.
Concealed Damage—Damage not evident when shipment arrives
Connecting Line—Same as interline
Consignee—To whom materials are being shipped
Consignor—Shipper of material
Consolidation—Picking up, transporting and delivering freight of almost any kind and size within the area the freight company serves
Contract Carrier—Carrier hired on a long-term basis by a company to supply its outlets
Coordination—Successful control and direction of all operations
Destination Terminal—Terminal in the consignee's city
Dispatcher—Supervises movement and placement of trailers
Dock—Area where material handling takes place
Dock Equipment—Devices used to handle materials during the loading, unloading, and storing functions such as towmotors, conveyors, dollies, drum carts, handcarts
Dock Layout—Map showing location of loading doors, unloading doors, storage area, and shape of material handling area
Dock office—Area which houses all dock operation activities
Double Header—Tractor-trailer rig which has two or more trailers in tandem
Drag Line—Moving line on which carts are placed to send them to other area of the dock
Exceptions—Any errors in shipment which should be noted on the freight bill
Exempt-Carrier—Private carrier exempt from I.C.C. regulations (not engaged in intrastate activities)
Expedite—Doing everything possible to speed delivery of shipments to final destination
Free astray—Shipments and partial shipments expedited at no charge
Freight Bill—Bill listing consignor, consignee, number of pieces, rate, weight, and total charges of shipping
Flat Bed—Semi-trailer with no sides

Full Trailer—Trailer with wheels on both ends
Grievance—Complaint filed by the labor force against management
Hostler—Yard driver who moves trailers to or from dock area
Hot note—Note attached to freight bill to facilitate speedy handling
I.C.C.—(Interstate Commerce Commission)—Federal body governing all carriers engaged in interstate commerce
Inbound—Materials coming into a terminal
In-service meeting—Training sessions for the benefit of the work force
Intercity Carrier—Deliverer engaged in delivering only between cities
Interline—Freight that is handled by two or more freight companies
In-transit—Goods that are being transported
Loader—(Job)—Person who supervises the placement of shipments on a trailer
L.T.L.—Less than truck load
Manifest—Log on which the number of pieces and the weight of individual shipments are listed
Open Top Trailer—Trailer without a top for hard-to-handle merchandise. Also referred to as "Ragtop"
Origin Terminal—Terminal in the shipper's city
O.S. & D.—Overages, shortages and damages—department whose duty is to investigate exceptions
O.T.R.—Over The Road—Trailers which are sent to other terminals
Outbound—Materials to be sent to other terminals
Pallet—Form on which material is placed to facilitate handling with towmotor
Perishables—Materials that require special handling because they may decay or spoil quickly
Piggy back—Trailers transported by means other than tractors, O.T.R., such as placing on flatbed railroad cars
Placard—Signs placed on outside of trailer
Private Carrier—Carries company or private merchandise
Pro number—Number on freight bill which is numbered progressively for filing purposes
P.U.C.O.—Public Utilities Commission of Ohio—Governs intrastate activities
Rating and Billing—Method of giving customer information on freight carriers
Roster Sheet—List of workers on a shift
Route Book—Book containing destination terminals for outbound shipments
Seal—Metal strip that interlocks and is placed on trailer door when loading is completed The seal has a number which is recorded on loading manifest
Semi-Trailer—Trailer with wheels on only one end
Shift Report—Summary of all activities that take place on a shift
Skid—Another term for pallet
Tank Trailer—Primarily used for transporting liquids
Tariff Book—Comprehensive listing of freight rates and services
Terminal—Structure from and between which truck and unit carry freight
Tonnage Report—Summary of total weight handled during shift and ratio per man hour
Tracer (Job)—Looks for lost shipments or goods in transit

Tractor—Motorized vehicle used to transport trailers
Traffic Department—Department which determines rates, negotiages agreements with other carriers for interlining freight
Trailer—Unit on which shipments are loaded
Unconcealed damage—Evident damage upon receipt of goods
Unloader (Job)—Also called stripper, checker—Position responsible for removing shipments from trailers
Yard Jockey—Another term for hostler